

105th
Annual Report

Massachusetts Board
of
Library Commissioners

Fiscal Year
1994

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One Hundred and Fifty Annual Report
of the
Massachusetts Board of Liberty Commissioners
Commonwealth of Massachusetts

Final Year 1994
July 1, 1993 to June 30, 1994

MASSACHUSETTS
BOARD OF LIBERTY COMMISSIONERS
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Massachusetts Board of Library Commissioners

The Massachusetts Board of Library Commissioners is the state agency with the statutory authority and responsibility to organize, develop, coordinate, regulate and improve library services throughout the Commonwealth. The Board itself consists of nine commissioners appointed by the governor.

The agency staff administers the following programs: State Aid to Public Libraries, State Aid to the Regional Public Library Systems and Library of Last Recourse, statewide telecommunications for resource sharing, statewide programs for the blind and physically handicapped and the federal Library Services and Construction Act (LSCA) program. The Board is also mandated to initiate, establish and facilitate the development of library networks and resource sharing consortia involving libraries of all types.

Term

1989-1994	Robert D. Stueart, <i>Chairman</i> , Wellesley
1992-1996	Robert D. Hall, Jr., <i>Vice-Chairman</i> , Needham
1989-1995	Mary J. Long, <i>Secretary</i> , Sudbury
1993-1998	Walter L. Cameron, Jr., Palmer, from 8/93
1990-1998	S. Andrew Efstathiou, Wellesley/ reappointed 11/93
1993-1997	Michael J. Keating, Worcester
1993-1998	Irene Probststein, Brookline
1993-1998	Jurgen A. Thomas, Williamstown

Professional Staff

Director	Keith Michael Fiels
Assistant to the Director	William Morton
Head, Internal Operations & Budget	Barbara Glazerman
Head, State Aid and Data Coordination	Dianne L. Carty
Head, Library Development	Robert C. Maier
Public Library/Government Liaison	Maureen J. Killoran
Public Library/Trustee Liaison	Merna L. Smith
Consultant for Services to Special Populations	Shelley Quezada
Consultant for Library Construction	Patience K. Jackson
Preservation/Collection Management Consultant	Gregor Trinkaus-Randall
Continuing Education Coordinator/ Communications Specialist	Louise A. Kanus
Technology Training Specialist	Richard Taplin
Grants Manager	Sandra J. Souza
Planning and Research Specialist	Mary A. Litterst
State Aid Specialist	Cara Barlow
Reference and Research Librarian	Brian Donoghue
EDP Systems Analyst	Ann Downey
Supervisor, Accounting and Payroll	Jean Sousa-Makalou

A Message from the Chairman

Today, libraries are experiencing a radical redefinition of the task and nature of their existence, with technology bringing sweeping changes. The future isn't what it used to be, because the time is fast approaching when an ordinary citizen will have access to a larger storehouse of information produced, organized and disseminated through the auspices of libraries, with librarians performing the important role of information intermediary.

Technology has removed many geographical barriers, but it is not an inexpensive proposition, and it requires new cooperative approaches both to reduce costs and to provide that greater access which no single library can any longer afford.

The primary goal remains the same. Libraries have a commitment to placing the right information in the right hands at the right time and in the right format, whether the individual needing the information is a preschool child exploring a new world of reading, or a sophisticated medical researcher needing instantaneous information to save a life; whether a senior citizen seeking information to cope with a housing situation, or a university student wanting to analyze the writings of Confucius; whether a new parent needing information on parenting or an unemployed worker seeking job related information; whether a legislator requiring detailed background information on issues before the legislative body, or a lawyer searching briefs on previous court decisions to defend a client effectively; whether a recent immigrant wanting to learn a new language, or an adult struggling to become literate for the first time.

Information is power. The library is the place for discovering answers which can turn information into knowledge and knowledge into wisdom. An informed citizenry is our most important asset; it renders a competitive edge in economic development. We must work toward ensuring that every citizen of the Commonwealth of Massachusetts has equal access to information they need to function effectively in our society; access which will also ensure that we do not create a dichotomy of information rich and information poor.

The Massachusetts Board of Library Commissioners staff and appointed commissioners are committed to working with our elected representatives and with public, academic, school and special libraries to realize those goals. This coming year, we expect to take a major step forward. The

Strategic Plan for the Future of Library Services in Massachusetts will recommend changes to law and regulations which will:

- Strengthen and expand library services available to all residents of the Commonwealth
- Eliminate current barriers which create serious inequities in access to information for many of the State's residents; and
- Insure that all Massachusetts residents have access to new information technologies which are essential to economic development and education.

To achieve these goals, leadership is critical from the Governor and Lieutenant Governor, Senators and Representatives, because battles must be waged in our communities so that the war against ignorance is not lost.

Robert D. Stueart

Chairman, Massachusetts Board of Library Commissioners

A Library State Of The State

In July 1993 the Massachusetts Board of Library Commissioners adopted the *Strategic Plan for the Future of Library Services in Massachusetts*. This document contains a vision of expanded library services for the Commonwealth which includes:

- an electronic network linking all libraries and providing users with access to a broad range of library and informational databases
- a program of statewide services which for the first time would support statewide cooperation and improve access to specialized resources throughout the Commonwealth
- expansion of the current Regional Library Systems to allow them to link and serve all public, academic, school and special libraries.

During FY1994, three task forces representing libraries of all types worked to translate this vision into a legislative and budgetary proposal. This draft proposal, released in May 1994, consisted of:

- proposed statutory modifications to M.G.L. Chapter 78:19
- proposed regulations which provide more detailed information on how the statutory proposal would be administered
- a proposed new library technology framework and plan
- proposed programs and services to be provided and their projected costs.

In June, a series of "town meetings" were held to provide an overview of the proposal and an opportunity for library community members to comment on and discuss it. Following these meetings, a revised proposal incorporating modifications based on the public meetings was presented to the Board for consideration as it developed its 1994-1995 legislative agenda. In October 1994, the Board approved submission of the legislative proposal for the 1994-1995 session.

As libraries worked to meet the challenge of providing electronic access, the erosion of public library funding continued to be a major focus of concern.

The funding crisis first experienced by libraries in 1991 has had a devastating effect on library services. From 1990 to 1992, local funding for public libraries, which accounts for 90% of all library funding, declined by \$3.5 million statewide. The impact of this decline was reflected in the temporary closing of libraries in eleven communities (Ashby, Dracut, Holyoke, Lakeville Lunenburg, New Bedford, Northbridge, Sudbury, Townsend, Ware and Westford), the permanent closing of one in every five branch libraries in urban areas, the loss of one in ten library hours, and a sharp decline in the number of new books available to residents. Never, even during the Great Depression, has such a precipitous drop in library services been documented.

During 1993, a very slight improvement in local public library funding was documented, and preliminary 1994 calculations indicate further gains this year. Libraries in many communities have experienced some modest increases in funding, but two disturbing facts remain.

The first is that these increases have only just brought expenditures back to 1990 levels. This sounds encouraging, but when funding is examined in constant dollars, which more accurately reflect what these dollars mean in terms of materials purchased, it is clear that library services are still at a lower level than they were six years ago.

The second disturbing fact is that this modest recovery is bypassing the urban libraries, those serving communities of over 50,000. Among this group, one in five branches has permanently closed since 1989. While funding for non-urban libraries has decreased by 3% from 1989 to 1992, in urban communities it decreased by 17%. Clearly, urban communities, where the need for free public library services is most critical and where our largest populations of at-risk children depend on libraries the most, are in real danger of losing the library service they depend on and need.

Recognizing the crisis in public library services, the Governor and the General Court approved increased support for a number of library programs in July 1993, including an increase in State Aid to Public Libraries. This increase addressed the burden placed on public libraries of lending to the residents of other communities, a requirement of the state aid program (statewide, library users borrowed nearly 6,054,000 items from other libraries in FY1994).

In addition, the reauthorization of the Public Library Construction Program in July 1994 provided an additional 45 million dollars for public library

construction projects. With at least 200 library buildings in need of major additions or renovations, these funds will assist dozens of communities in upgrading obsolete facilities and providing handicapped accessibility.

An increase in funding for the Talking Book Program at the Perkins School and the Talking Book Library at the Worcester Public Library also provided for improved services for the Commonwealth's blind and physically handicapped residents. Services to these residents will be further strengthened through the construction and technology capital initiatives, which will assist libraries in providing handicapped accessibility and adaptive technology.

FY1994 also saw an increase by the Governor and General Court in regional and telecommunications support for the use of technology in public libraries, including regional programs to place computer terminals in approximately 175 libraries which had no electronic access to materials available through interlibrary loan. During the year, these new funds provided for the placement of the first network computer terminals in 74 public libraries.

The passage of Chapter 85 of the Acts of 1994 in July 1994 also resulted in a million dollars in new state funds for library technology. In conjunction with other funds released by the Governor, these will allow for the creation of a basic Internet-based catalog of library holdings in the Commonwealth, one which will be available in every library and which will also be available directly from homes and businesses throughout the Commonwealth.

While the challenges of electronic access and maintaining basic access to public library service pose significant threats to every community, the Governor and General Court responded in FY1994 through increased support for a number of key programs and through two major capital initiatives. Over the next three years, full implementation of the Strategic Plan will be necessary if we are to provide residents with access to critical electronic information technologies through the Commonwealth's libraries.

Keith Michael Fiels

Director, Massachusetts Board of Library Commissioners

Financial Statement

COMMONWEALTH OF MASSACHUSETTS IN ACCOUNT WITH THE BOARD OF LIBRARY COMMISSIONERS

July 1, 1993 - June 30, 1994

Appropriations and Allotments

State Appropriations for Board Administration	\$ 731,004
State Aid for Regional Public Library Systems	13,005,931
State Aid to Public Libraries	6,899,804
Talking Book Library (Worcester Public Library)	147,332
Talking Book Program (Perkins School for the Blind)	952,919
Library Telecommunication Expenses	477,235
State Funds Subtotal	\$ 22,214,225 *

Federal Funds Allotment for HEA Title IIB	\$ 60,960
Federal Funds Allotment for LSCA Title I	1,843,829
Federal Funds Allotment for LSCA Title II	381,131
Federal Funds Allotment for LSCA Title III	438,991
Federal Funds Allotment for LSCA Title VI	62,177
Federal Funds Subtotal	\$ 2,787,088

Grand Total State and Federal Funds \$ 25,001,313

**Note: Includes \$3,500,000 supplemental budget (Ch.151, s.2 of Acts of FY1993)*

FISCAL 1994 STATISTICAL SUMMARY

Staff (FTE positions)

Filled positions:

Professional	18
Subprofessional and clerical	7
TOTAL	25

Certification Activities:

Professional certificates awarded	55
Subprofessional certificates awarded	36
Replacements	1

Library Legislation Report

Fiscal Year 1994 brought long-awaited financial gains to the Commonwealth's public libraries and Talking Book programs. On August 19, 1993 Governor William Weld and Lt. Governor A. Paul Cellucci signed into law a FY93 supplemental budget that authorized a \$3.5 million increase in funding for public libraries. This supplemental budget was filed after the Governor signed the General Appropriations bill for fiscal 1994. Special budget language was attached to allow the \$3.5 million to be spent in FY94.

The increase in the Board of Library Commissioners' budget was designated for the following accounts: the three regional public library systems, telecommunications for the automated resource sharing networks, State Aid to Public Libraries (to offset costs associated with lending library materials to residents who live in other communities in the Commonwealth), Talking Book Library at the Worcester Public Library, Talking Book Program at Perkins School for the Blind, and the administrative account of the Board of Library Commissioners.

These increases were in response to the agency's budget package which the Board had approved in November 1992 and submitted to the Governor and legislature in December. The request sought to increase funding for public libraries in FY94. The Board, agency staff and the library community worked actively to inform legislators of the public library funding crisis in Massachusetts.

The increase was historic in that the Governor and General Court appropriated funds for the first time ever to offset the costs associated with nonresident borrowing of library materials. Although there had been statutory language in Chapter 78, section 19A of the Massachusetts General Laws for nonresident offset since 1987, the General Court had not authorized funding until now. The increase for the regional library systems was particularly significant, too; they had not received any increases in appropriation since 1984. Efforts continued in FY94 to ensure that the recent increases would reappear in the FY95 state budget.

In October 1993 the Board of Library Commissioners voted to file two capital funding proposals for the 1994 legislative session on Beacon Hill: 1) a \$45 million request for the renewal of the **Massachusetts Public Library Construction Program**, and 2) a \$914,000 request to establish a **Massachusetts Library and Information Network**.

Public Library Construction Program

In 1987 Governor Dukakis signed "An Act to Improve Public Libraries" which authorized \$35 million for library construction and renovation projects. This Act established the Massachusetts public Library Construction Program, marking the first time that state funds were ever provided for library construction projects in the Commonwealth. The need for continued funding of this program was recognized by the Board. It is estimated that about 232 of the 351 main library buildings in the state are still in need of upgrading, expansion or replacement. In its FY95 budget package, the Board is requesting \$45 million to fund grants to cities and towns for the continuation of this important work.

Massachusetts Library and Information Network

The \$914,000 requested under this legislative proposal would enable the agency to establish an "information highway" for Massachusetts libraries constructed on the foundation of the existing 13 automated resource sharing library networks. All of these networks would be ultimately linked to the Internet. The program would also provide computer/telecommunications equipment to those public libraries in the state who presently have no electronic linkage to any network whatsoever. In addition, the program would provide for training of library and network staffs in the use of this technology.

House legislators developed an omnibus capital bond bill (H.4905) which included \$45 million for library construction and \$1 million to establish the Massachusetts Library and Information Network (MLIN). A similar bill was developed in the Senate, adding \$100,000 for agency administrative costs. Shortly after the close of Fiscal Year 1994, the Governor signed the bill into law, giving the agency an added \$45.1 million for public library construction and technology

Funding for Library Technology Position

The FY 1995 appropriations act signed by the Governor in July of 1994 included new funding for a Library Technology position at the Board of Library Commissioners. This position will provide technical assistance to the agency and to the library community in the development and management of library information and telecommunications systems.

Release of State Competitive Grant Funds

The Board appealed to the Governor's office to secure the release of an initial \$48,000 of \$1.5 million in capital funds originally authorized in 1988 as part of the Library Improvement Act. The money, part of a line item account, was to have been used in the State Competitive Grant Program to fund the purchase of computers and telecommunications equipment, but because of the state's fiscal crisis it was never released. The agency succeeded this year in obtaining the release of the \$48,000 which will be used to implement further elements of the MLIN. Work is continuing to secure the balance of the funds in the account.

Public Library Construction

State Program

Fiscal Year 1994 saw the Massachusetts Public Library Construction Program reach its full maturity. This was the fourth full year of state funding for construction. Major new additions to elegant old main libraries opened in Attleboro and Beverly, while Arlington and Waltham were nearing completion of their renovations, as was Phase I of the Boston Public Library's project.

Smaller projects, funded in part by the Commonwealth, included an addition/renovation to the historic G.A.R. Memorial Library in Rockland, handicapped access and an extensive renovation to the children's room in Melrose, the completion of a stately new meeting room in the old library building in Monson, and a new, more efficient heating system for Lee. Library facilities in Sutton, in the basement of Town Hall, were doubled in size with the help of state and local funds and the donated labor of students in the building trades from the Blackstone Valley Technical High School. A professional architect was used, as well as a Clerk of the Works, but the students did the actual work with their instructors, who are licensed in the trades.

Since the need for library construction was still widespread, a major legislative initiative for renewing the state construction program for another \$45 million was introduced in the House of Representatives in December 1994. Following a hearing before the Joint Committee on State Administration on April 23, 1994 and a subsequent favorable report, the funding became part of an omnibus capital bill which, at year-end, was being discussed in Conference Committee. The prospect of approval appeared likely, and staff therefore began a review and revision of the 1988 regulations (605 CMR 6.00) for the state construction program.

Federal Construction Program

During FY1994, the LSCA Title II grant recipient library in Burlington began construction on a new building, while Bridgewater started an addition/renovation. Kingston and Halifax began conversion construction - in Kingston's case converting an old telephone switching station, and in Halifax renovating an old open-classroom building. The resulting libraries will be equal to new construction in quality, but at lesser cost and with the added advantages of perfect locations in the centers of the respective towns,

excellent parking, and the good will of having made something unremarkable and purely utilitarian into a beautiful new public library building. LSCA Title II grants were made in the FY95 Grant Round to addition/renovations in Bedford and Dover, and a major conversion of a fine old school in Duxbury. Additional awards for Handicapped Access were made to Stow and to Colrain, a town of 1,500 on the Vermont border.

Telecommunications for Resource Sharing

Membership in the eleven automated resource sharing networks funded in part by the Board of Library Commissioners reached a total of 227 full-member libraries during FY94. There were 179 public libraries with full membership, 38 academic libraries, 2 school libraries and 8 special libraries. In addition, 29 public libraries became online affiliate members during the year, while 25 public libraries and 15 school libraries utilized dial access. With the combination of full membership, online affiliate and dial access libraries, some 91% of the state's population is now served by the networks.

Automated library networking represents a major investment of local, state and federal funds by the people of Massachusetts. Since the Board of Library Commissioners began its support for this program in 1979, \$17 million in state and federal funds have been provided to the eleven networks for the capital costs of hardware and software. Member libraries have spent an additional \$3 million for capital costs and over \$7 million more for locally held peripherals, telecommunications equipment and data conversion costs. The annual operating costs are equally significant, with nearly \$5 million expended by the networks in FY94 alone and almost \$29 million spent since their inception.

The results of this investment are dramatic. A total of 6 million titles (books, sound recordings, magazines, and videotapes) are represented in the network databases, with over 20 million volumes available to the people of Massachusetts. More than 32 million circulation transactions were recorded by the networks in FY94 and nearly 3000 terminals were in use in the 227 full member and online affiliate libraries, with at least half of these available to the public as online catalog terminals. Through terminals, patrons had easy access to the total holdings of their network, and over 500,000 items were shared among network members this year.

Agency staff worked with the Governor's office to use funds originally authorized under the 1987 Library Improvement Act to begin capital funding of the Massachusetts Library and Information Network, a key component of the *Strategic Plan*. By the end of the year the Administration had agreed to make available \$48,000 of a total of \$1.5 million in capital funds, to provide: microcomputer workstations for public libraries that need this basic equipment, Internet connections for the automated resource sharing networks, a training program for library and network staff, and the acquisition of Z39.50 software by the automated networks (an essential building block to the virtual catalog). These capital investments are impor-

tant steps in the implementation of the agency's Strategic Plan and the goal of equalizing access to information for all residents of Massachusetts.

Four more library networks provided access to the Internet for their member libraries in FY94. The Merrimack Valley Library Consortium (MVLN), the MetroBoston Library Network (MBLN), C/W MARS and the Minuteman Library Network (MLN) each established connections this year, bringing the total number of network connections to six. The remaining four networks eligible for agency funding were planning for Internet access at the end of the year. Several of the networks began using Gopher client software to facilitate access to Internet resources for library staff and some were working toward mounting Gopher servers as well.

The Board concluded its priority for use of federal Library Services and Construction Act funds to assist the automated networks in moving from analog to digital leased lines for their remote-to-host connections when the Minuteman network made the switch. The digital lines have proved to be more reliable than the older analog lines. This reliability is critically important to the member libraries as more and more basic library services are provided through the networks and these telecommunications connections.

Telecommunications Funds

As the role of the networks becomes more essential to the service programs of their full-member libraries with the implementation of online public access catalogs, the mounting of sophisticated information databases searchable through catalog terminals, and the provision of access to electronic information resources through the Internet, the isolation of libraries that lack access to these networks becomes more obvious. Fortunately, the agency's telecommunications funds have a primary objective of making it possible for users of non-affiliated libraries to benefit from the development of networks. A new program of online access was added to the dial access program this year to support the type of service required for direct patron access in non-affiliated libraries. Twenty-nine public libraries opted for this online affiliate membership in the first year. Many more are expected to choose this level of access in FY95.

For the eighth year, state funds were available to help offset the costs of electronic linkages among libraries and the automated resource sharing networks. The FY94 appropriation of \$477,235 was a most necessary and welcome increase over the \$108,022 available in FY93. Three programs are funded through this account:

1. The **Dial Access and Online Affiliate** programs support the electronic linking of libraries that are not full members of a network so that these usually smaller libraries may search the network's database using a micro-computer and modem to locate materials needed by their patrons. Online Affiliate libraries have a leased line connection to their network and thus may offer patrons use of that network's online catalog. This year 25 public libraries used Dial Access and 29 public libraries used Online Affiliate access; \$40,106 was allocated to support this program.

2. The **Inter-network Access** program supported the costs of electronically linking all networks, thereby increasing access to materials. For the first time, networks used Internet connectivity under this program. A 50% offset of Internet telecommunications costs was funded. A total of \$40,647 was allocated to support this program.

3. The **Remote-to-host** program supported 179 full-member public libraries serving nearly 80% of the state's population. Under this program, costs incurred by these libraries telecommunicating with the host computer system are partially offset. This year, remote-to-host telecommunications charges for the eleven networks totaled \$457,798. Those charges were offset by \$396,483, or 87%. The offset for this program had been 21% in FY93.

Technology Training

FY94 marked the beginning of a concerted effort by the MBLC and the regions to provide technology training to public librarians. Conducted by the agency's technology training specialist, seven workshops on computer basics were held across the state and were well-received. Planning efforts for FY95 will see a more comprehensive training program offering workshops on computer hardware and software basics, as well as other continuing education topics relative to the use of technology in libraries.

Partnerships in the Development of a Statewide Electronic Network

The Board's Head of Library Development worked with several partners within state government and outside state government on proposals, projects and studies closely related to library networking and resource sharing. These activities revolved around the Massachusetts Telecomputing Coalition (MTC), the Executive Office of Education's grant proposal to the U.S. Department of Commerce, and the Mass Ed Online study.

The Education Reform Act of 1993 called for the development of Mass Ed Online, the electronic linking of all public school classrooms and adminis-

trative offices in the state. During FY94, the Board was represented on the advisory council to a feasibility and planning study for Mass Ed Online performed by the Center for Educational Leadership and Technology (CELT) of Marlborough. The final report to the Secretary of Education calls for the deployment of Internet-based municipal servers in every community in Massachusetts over the next six years. These servers will support Internet connectivity for the schools, the public library and the municipal offices in the municipality as well as providing the capability for the municipality to mount its own information resources for access within the community and through the Internet.

The Agency also participated in a grant proposal to the U.S. Department of Commerce's Technology Information Infrastructure Assistance Program (TIAAP) submitted by the Executive Office of Education under the technical direction of the Massachusetts Corporation for Educational Telecommunications (MCET). This application follows work done under a study grant awarded by the Department of Commerce the previous year. The proposal is for the creation of a Massachusetts Information Infrastructure (MII) with the capacity to link all municipalities with a telecommunications network that supports voice, video and data applications. The basic building blocks of this proposed network are municipal information servers connected to the Internet as described in the Mass Ed Online proposal discussed above. A request for \$2 million in TIAAP funds for equipment to be matched by the state was submitted in the spring of 1994. If funded, this proposal would provide funding for up to 50 municipal demonstration sites across the state.

The Massachusetts Telecomputing Coalition (MTC), a voluntary ad hoc working group of individuals from education, industry and libraries continued to meet for its third year. MTC provides an independent forum for the discussion of issues relating to the use of telecommunications technology and Internet connectivity to support education and lifelong learning in Massachusetts. The Coalition presented a key position paper to the Mass Ed Online consultant and produced a paper on connection models for schools to use in planning for Internet connectivity. Another focus of MTC is to work with representatives of NYNEX to explore tariff issues for educational consumers of telecommunications services.

State Aid to Public Libraries

Nonresident Offset Payments

A new and long-awaited addition to the State Aid to Public Libraries program occurred in Fiscal 1994. On August 19, 1993 Governor William Weld signed into law supplemental FY93 budget increases that included \$1,239,025 for State Aid to Public Libraries. This money funded the nonresident offset clause of MGL c.78, s.19A for the first time since it was enacted in 1987.

In FY94 offset payments were made to the 301 municipalities in the Commonwealth that reported nonresident circulation transactions. Based on the total of 5,823,271 transactions reported statewide for FY93, the offset was 21 cents per transaction.

Because regulations had never been promulgated for MGL c.78, s.19A(4), emergency regulations had to be filed to allow disbursement of these funds in FY94. The longer route to permanent regulations began in the spring of 1994, with final adoption of 605 CMR 4.02, *Nonresident Circulation Offset*, scheduled for October 1994. The proposed regulations concerning nonresident offset payments define 'major' as "any lender who circulates library materials to nonresidents." This broad definition will allow offset payments to be made to all public libraries that meet the following eligibility criteria: (1) compliance with all requirements for certification to receive State Aid to Public Libraries and (2) report of all eligible nonresident circulation transactions for the prior fiscal year.

The additional \$1.2 million is part of the FY95 budget line for State Aid to Public Libraries and it is expected that the nonresident offset awards will now become a permanent part of State Aid to Public Libraries in Massachusetts.

FY94 State Aid to Public Libraries Statistical Summary

General Information

Municipalities with libraries..	Number
Total in the Commonwealth	351
Which are eligible to apply for State Aid to Public Libraries	348
Which did not apply for State Aid to Public Libraries	29
That are ineligible to apply for State Aid to Public Libraries (no public libraries in Hawley, New Ashford or Washington)	3

State Aid to Public Libraries Applications

Municipalities that...	Number
Filed State Aid to Public Libraries applications	322
Were certified and awarded State Aid to Public Libraries after regular review	271
Were certified and awarded State Aid to Public Libraries after special review	51
Were denied certification	1
Total certified and awarded State Aid to Public Libraries	321

Nonresident Circulation Offset

Municipalities that....	Number
Reported nonresident circulation	307
Didn't report nonresident circulation or reported no nonresident circulation	41
Total awarded a Nonresident Circulation Offset	301

Special Review

Please note that it is possible for a municipality to receive both a waiver of the Municipal Appropriation Requirement and have one or more of the minimum requirements prorated. It is also possible for the grant amount to be prorated.

Municipalities which...	Number
Were affected by special legislation	2
Received a waiver of the Municipal Appropriation Requirement (MAR)	19
Whose minimum Hours Open Requirement was prorated	22
Whose minimum Materials Expenditure Requirement was prorated	16
Had both minimum Hours Open & minimum Materials Expenditure Requirements prorated	10
Whose grant amount prorated	9
Total with prorated requirement/s	48
Used the Population-Shift Grace Period	2

FY94 Financial Activity for the BLC Account 7000-9501 (State Aid to Public Libraries)

Activity	Amount
Appropriation for Library Incentive Grant and Municipal Equalization Grant	\$5,660,779.00
Appropriation for Nonresident Circulation Offset	\$1,239,925.00
Total FY94 State Aid to Public Libraries Appropriation	\$6,899,804.00
Disbursed Library Incentive Grant (LIG)	\$3,052,334.00
Initial disbursement of the Municipal Equalization Grant (MEG)	\$2,428,652.46
Initial disbursement of the Nonresident Circulation Offset	\$1,223,078.23
Total receiving the first State Aid disbursement	321
Second disbursement of the Municipal Equalization Grant (MEG)	\$179,792.54
Total receiving second MEG	238
Second disbursement of the Nonresident Circulation Offset	\$15,946.77
Total receiving second NRC Offset awards	227
Total FY94 State Aid to Public Libraries disbursed in FY94	\$6,899,804.00

Public Library Advisory and Technical Assistance Program

The Board of Library Commissioners provides Advisory and Technical Assistance to public libraries as part of its mandated responsibilities under M.G.L. 78:19 and as part of its commitment to develop a system of well-supported, free public libraries in Massachusetts which provide residents with equal access to needed library and information services.

The purpose of the program is to provide assistance to municipal officials, boards of trustees, library directors, and support groups on matters relating to the maintenance, administration, and improvement of public libraries in the following areas:

- municipal, state, and federal laws and regulations applicable to public libraries
- Board of Library Commissioners' policies and procedures
- information and training concerning roles and responsibilities, governance, funding, planning and evaluation of library services, policy-making, employment practices, community support, and advocacy.

Agency Liaison

Board of Library Commissioners staff serve as agency liaison to the Massachusetts Library Trustees Association (MLTA), the Massachusetts Friends of Libraries (MFOL), and other library-related organizations in the Commonwealth. The agency liaison acts primarily as a resource person for MLTA and MFOL by reporting on relevant activities of the Board of Library Commissioners and significant library issues in the Commonwealth, attending board meetings and advising on meeting and conference planning. Activities of liaison staff during FY94 included:

- 1) facilitating forums on statewide public library issues, services of the agency, and trustee effectiveness at the annual MLTA and Massachusetts Library Association conferences
- 2) coordinating workshops on fund-raising and innovative programming for libraries at the 1994 MFOL annual meeting

3) presenting a workshop on increasing community support for the library at the annual meeting of the Cape and Islands Library Association.

Public Library Funding

Three special task forces, convened by the Board in October 1993, met during the year to develop strategies for strengthening public library funding at the local level.

The **Task Force on Private Funding for Public Libraries** identified factors that have prompted public libraries to seek supplemental funding sources to enhance municipal appropriations for services. Among these factors are: 1) competition for municipal tax dollars, 2) advances in information technology, 3) increased use of library collections and services, and 4) rising costs to provide collections and services. The task force proposed a statewide initiative on the use of supplemental funding for public libraries. The initiative provides an educational framework for trustees, library directors, and library support groups to make informed decisions and take effective action toward raising supplemental funds. The task force also developed a proposed Board policy statement on the use of supplemental sources for public library funding. The proposed statement will be reviewed by the Commissioners in early FY95.

The **Trustee Effectiveness Task Force** was convened to develop strategies to insure that public library trustees are as effective as possible in library governance, planning, policy making, and advocating for quality library service. In cooperation with the Massachusetts Library Trustees Association, the Massachusetts Regional Library Systems, and the Massachusetts Library Association, the task force sponsored a Library Trustee Forum at the annual Massachusetts Library Association Conference in April 1994. Participants of the forum identified issues, discussed continuing education and training programs currently available, viewed the trustee training video "Welcome Aboard," and provided feedback on the kinds of information and training needed by trustees to become more effective board members. The task force has identified six key areas to address trustee effectiveness: (1) continuing education, (2) resource development, (3) consulting and advisory services, (4) communications, (5) orientation programs for new trustees, and (6) trustee recruitment at the local level.

The **Task Force on the Regionalization of Library Services** explored options for local libraries to regionalize services for improving the quality and effectiveness of service. Regionalization of services is a means for a local public library to enter into formal arrangements or contracts with other libraries. The task force reviewed current legal structures for regionalization of library service and cooperation among libraries and identified areas

needing statutory or regulatory changes. Task force members also recommended the development of guidelines and an information package on local library regionalization and cooperation in Massachusetts.

As a result of the task forces work, language added to M.G.L. 78:19 as part of the Public Library Construction program capital will now permit the joint operation of a library by two or more municipalities.

Board Represented at MMA Conference

For the first time, municipal officials had the opportunity to hear about statewide library issues and the Board of Library Commissioners at the annual meeting and trade show of the Massachusetts Municipal Association (MMA) held in Boston in January 1994. The agency staffed an information booth at the show and presented a seminar for conference participants. Staff provided information on the agency's mission and service roles, discussed upcoming statewide library initiatives, and answered questions about local, state, and federal funding for libraries. Informative fact sheets on agency programs and services were developed and distributed at the conference. MMA's membership consists of over 680 elected or appointed officials, with participation from over 90% of the communities in the state.

State Aid to Regional Library Systems and Library of Last Recourse

The three regional library systems function as part of a state plan to extend library service to all corners of the Commonwealth, provide services beyond those available from local public libraries, and strengthen member libraries by offering continuing education and training programs. Delivery of materials via vans and bookmobiles, interlibrary loan, reference service, loan collections of books-on-tape and videos, information dissemination and consulting are numbered among the activities of the regional systems. Regional budgets and plans of service are submitted annually to the Board of Library Commissioners for approval.

The most significant event affecting the regional library systems in FY94 was an increase in their budgets as a result of the FY93 Supplemental Budget signed into law in August 1993. Not having had any increases since 1984, the regions welcomed this change in their fortunes and embarked on a year of plans and projects to strengthen their services to member libraries.

Central Region

The infusion of Supplementary Budget monies resulted in revisions to what was otherwise going to be a limited budget for FY94. Because it was not known whether the additional funding was a one-time increase or would be continued in the future, a revised plan emphasized capital projects that would provide the foundation for enhancing information access in subsequent years.

The most significant of these projects enabled 33 libraries with previously limited or non-existent network access to become Online Affiliate (leased line) member of the C/W MARS network. The Central Region office provided the PC and port, and the libraries agreed to pay annual membership fees. Additionally, 36 libraries took part in a CMRLS project that provided them with plain paper fax machines to facilitate interlibrary loan and improve other communications between and among each other and the Regional headquarters. Finally, a much-depreciated Regional van was replaced by a newer model to expedite the delivery and exchange of library materials throughout central Massachusetts.

Because the staff of member libraries require electronic skills to utilize their new equipment effectively, an ambitious program of workshops and consultations was mounted in the spring, involving six presentations and

workshops by speakers well-versed in the appropriate technology, as well as CMRLS-sponsored individual consultations provided for libraries planning local area network installations.

A multicultural children's services LSCA grant with an unusual laboratory format was implemented successfully, and the three Job Search Centers in member libraries that were established with an LSCA grant from the previous year continued to flourish after start-up funding ended. Unemployed and under-employed patrons using the Centers continued to discover an abundance of useful resources.

Statistical increases were realized in nearly every category of service this year. Perhaps the most important of these was in reference questions answered, rising from 80,938 in FY93 to 112,443 in FY94, an increase of 39%. Other substantial increases were as follows: continuing education, advisory workshops, visits and informational requests filled - 24%; Regional provision of summer reading materials - 118%; and publications - 187%. Other gains included the circulation of Young Adult kits - 21% and of audiovisual materials - 26%. In summary, it is estimated that the Central Region provided nearly a 4:1 ratio of service value to communities over Regional funding during FY94.

Western Region

The budget increase permitted the Western Regional Library System to implement the Resource Sharing Enhancement Grant program it had prepared in the event funds became available. Through this program, the Region provided microcomputers and telecommunications ports to 22 member libraries, enabling them to become Online Affiliate members of C/W MARS. This opens the doors for these libraries to engage more directly in resource sharing activities.

The Region also offered a wider range of continuing education programs for staffs of member libraries this year, on topics ranging from microcomputer basics, CD-ROM and the Internet to the developmental stages of young adults, book repairs and disaster preparedness. Special sessions were held for small, medium and large libraries. Meetings were held to plan the future of reference services in the Region. In all, attendance at Regional workshops totaled over 900 people, a significant increase over all prior years.

Another area that saw record numbers was interlibrary loan, where the largest number of requests ever were received and filled. This may be attributed to increased awareness on the part of member libraries of the

importance of going beyond their own walls to provide quality services and information to their users.

The movement toward a wider resource sharing environment has a direct impact on the Regional delivery system. A bright spot was the replacement of an old vehicle with a new one by year's end. This addition should put the Region in good shape for the foreseeable future with respect to this critical function.

The Pioneer Valley and Berkshire bookmobiles were able to provide appreciative member libraries with updated and attractive materials in all formats, thanks to the budget increase, and more Regional materials purchases were able to be processed than in the past with additional staff help. Programs for children's librarians this year were well received, and the statewide summer reading program, largely funded by a LSCA Title I grant, attracted huge numbers of young participants. Without a doubt the long-awaited budget increase helped make FY94 a remarkably successful year for the Western Region.

Eastern Region

The Eastern Regional library system, headquartered in the Boston Public Library, serves 200 member libraries through its office and seven subregional libraries contracted to extend services. In response to reference questions this year, subregional libraries answered over 150,000 questions and the Boston Public Library processed more than 1.3 million questions. The Region's executive board adopted the *Eastern Region Reference Guidelines* as well. In terms of resources, a new development was the initiation of a service by the Boston Public Library lending videos from its collection to the public and to libraries for loan to the public.

The Eastern Region provides verification, location and requesting of library resources needed by patrons of member libraries, and supports the development of resource sharing database projects such as the Eastern Region Union List of Serials. The Region also enters into agreements with the automated resource sharing networks for the provision of resource sharing through network transfers and for database development and maintenance. During the year the Region established a Union List of Serials Advisory Group; printed the first Eastern Region Union List of Serials, installed 19 microcomputers with dial access capability in member libraries; and sponsored presentations by professional consultants on automation options for libraries which were not full members of a resource sharing network. Of 55,803 interlibrary loan requests received this year, 50,545 were filled, for a fill rate of 91%.

With regard to providing delivery of materials and communications between and among the Region and its member libraries, and to academic libraries which belong to the automated networks, the Region estimated the number of items carried in its delivery system in FY94 to be nearly 1.6 million. Also this year the Region adopted Eastern Region Delivery Guidelines and installed an additional 13 fax machines in member libraries to support reference and serial interlibrary loan.

Additional activities included the purchase of 15 "people counters" for loan to member libraries; preparing a LSCA grant proposal for mounting of Eastern Region Union List of Serials on the Boston Library Consortium's Gateway to provide for Internet and dial access to the list; establishing a Young Adult discussion group; providing 176 libraries with summer reading program materials; publishing lists of favorite children's and YA's reference books; and coordinating the statewide supplies and materials cooperatives for the Eastern Region libraries. In summary, the Eastern Region sponsored 88 workshops, with 1711 librarians and/or trustees attending. It responded to 365 requests for information on the management of libraries and provided 47 consulting visits to member libraries.

Library of Last Recourse

The Boston Public Library provides in-depth reference and research services to all residents of the Commonwealth in its role as the Library of Last Recourse. Its ongoing acquisitions maintain a high degree of currency and completeness in a wide range of holdings. The library's collection includes over 6 million volumes, nearly 5 million microfilm units, and nearly 1.5 million government documents. This year the library has instituted a Telephone Reference Service which gives every indication of becoming a very popular and successful service to residents statewide.

Library of Last Recourse funds support the purchase of materials, such as books, subscriptions, annuals, microfilm and microcomputer information resources; hardware, software and maintenance of computer systems, including Internet connections; lease costs for vehicle delivery to Central and Western Regions; fees for membership in network, consortium and research organizations; and a miscellany of other services. Over 70 professional and support staff positions are supported under this program.

Programs for the Blind and Physically Handicapped

The Massachusetts Board of library Commissioners, through its funding of the regional Braille and Talking Book Library in Watertown and the Central Massachusetts Regional Library System's subregional Talking Book Library in Worcester, provides direct and/or mail-order access to recorded, large print and braille reading materials to over 18,000 blind and physically handicapped people of all ages throughout the Commonwealth.

Braille and Talking Book Library at the Perkins School

Supported through a state appropriation to the Board of Library Commissioners and administered under a contract with the Perkins School for the Blind, the Braille and Talking Book Library in Watertown loaned 445,074 books and magazines in alternate media formats this year to blind, visually impaired, physically disabled and neurologically impaired persons. A substantial budget increase in FY94 allowed the library to double the book stack square footage, install compact shelving for braille, upgrade its computer system and expand its collections and staffing significantly. All of these improvements resulted in a marked increase in the use of the service by individual patrons and institutions this year. Registration of new patrons increased 11% and circulation rose by 21%. The library's collection of 42,599 titles in braille, disc and cassette formats, with volume holdings of 317,679 items, also features some 70 magazine subscriptions in non-print formats.

The library's active Consumer Advisory Board completed its first full year of service. Representing various organizations and agencies serving persons with visual or physical impairments, the Board this year studied the proposed revision of service standards and guidelines of the Library of Congress/National Library Service (NLS) and the Association of Specialized and Cooperative Library Agencies (ASCLA). In the fall of 1993, the library also hosted the annual meeting of the Northern Conference of Librarians Serving Blind and Handicapped Individuals, which provided further opportunity for intensive discussion of the draft ASCLA/NLS regulations and proposed new standards.

Among other notable events this year was the completion of the first talking books produced in the Clive W. Lacy Recording Studio at Perkins. This state-of-the-art studio enables Perkins to provide locally recorded titles of special interest to blind and visually impaired patrons in New England. This year more than 18 titles were produced and made available for loan. The library also continued to produce its monthly radio program "News from

the Braille and Talking Book Library" for the Massachusetts Radio Reading Network.

Talking Book Library at Worcester

The subregional Talking Book Library located in the Worcester Public Library continues to reach out to visually impaired and disabled residents of the 71 communities served by the Central Massachusetts Regional Library system. With funding from a federal LSCA grant this year, the library set up a resource and demonstration site for adaptive technology. The "Breaking Sight and Sound Barriers" project offered four workshops to introduce and showcase the new adaptive equipment, which included a computer workstation, closed-captioned TVs, assistive listening loops and hearing devices, as well as new CD-ROM products which will enable staff and patrons to access the National Library Service union catalog. The library is training reference staff of the Worcester Public Library in the use of these materials and equipment to enable them to better serve patrons in need. This project is significant in that it extends the services of the library to a greater number of disabled patrons, including the deaf and hearing impaired.

Federal Program for Library Development

The purpose of the federal program is to improve public library services statewide by assisting libraries in their efforts to identify and meet local needs, particularly those of groups who have historically been underserved, such as the disadvantaged, illiterate, institutionalized, limited-English-speaking, elderly and children. The Board of Library Commissioners administers the federal Library Services and Construction Act (LSCA) program in Massachusetts through competitive grants to libraries. Funds awarded under this program provide seed money to enable libraries to initiate or enhance services that could otherwise not be funded with local or state monies alone.

LSCA Title I is specifically aimed at improving public library services to targeted populations. Title II funds a portion of public library construction projects, and Title III provides funds for multi-type library resource sharing activities.

A State Advisory Council on Libraries (SACL) advises Board staff on the grant program and priorities, participates in the evaluation of project proposals submitted by libraries, and makes recommendations on these to the Board each June.

In FY1994, the agency received \$1,843,829 in Title I funds, \$381,131 in Title II and \$438,991 in Title III. This represented a reduction of 1% in Titles I and III, based on the Commonwealth's decreased population from 1990 to 1992, and a 7% increase in Title II based on an increased federal appropriation. Grant applicants included public libraries, regional library systems, resource sharing networks, institutions, and libraries serving the blind and physically handicapped.

Several special programs were conducted for the first time in this grant round in addition to the standard projects possible under the Massachusetts Long-Range Program. A mini-grant program was offered to establish Homework Centers in public libraries serving communities under 10,000 in population. To be eligible, a library had to have completed a long-range plan supporting a need to improve services to children and young adults, and be willing to staff the center for a minimum of twelve hours per week during the 1994-95 school year. For public libraries of any size, a special program was held to award up to \$900 in Title I funds to contract with a consultant to complete a preservation/conservation survey of its collection(s). These funds were to be matched by an equal amount of local funds. Upon completion of the survey a plan would be implemented to meet the

library's future needs for proper storage, care and handling of the collection.

For resource sharing networks, several special programs set the stage for improving access to resources statewide. Networks were eligible to apply for qualifying expenses up to \$35,000 for equipment and software to enable them, and consequently their full and dial-up members, to have access to the Internet. In addition, networks having completed a Collection Management Policy meeting the criteria of the Long-Range Program were able to apply for a maximum of \$20,000 for funds to develop a priority subject area as identified in the policy.

The total number of applicants in FY1994 decreased due to the conclusion at the end of FY93 of the highly popular Collection Development priority. Many libraries took advantage of this program during the past three years to bolster special areas of their collections. For FY94, one hundred seventy-four intents-to-apply were received and ultimately eighty-three full proposals were submitted.

Agency staff conducted an informational meeting and six proposal-writing workshops throughout the state to assist applicants in preparing their grant proposals. Two additional workshops were also held for 30 Title II Construction applicants. Working with groups of applicants as well as with individual librarians, agency staff emphasized the need to identify and meet the needs of library users while addressing the clearly stated priorities set by the federal LSCA legislation.

At the end of the review process in June, the Board awarded fifty-nine Title I, five Title II and six Title III grants. Of the Title I awards, fifteen were for Homework Center Mini-Grants of \$6,000 each, and ten were for Preservation Surveys of \$900 each. In all, Title I awards totaled \$1,032,698.

Title II awards totaled \$406,202 and went to major renovations in Bedford, Dover and Duxbury, and handicapped access projects in Colrain and Stow. Title III grants totaling \$299,535 were awarded to C/W Mars for a system upgrade, Minuteman Library Network for collection development in the health sciences, and for Internet Access to OCLN, CLAMS, SEAL and NOBLE.

The Impact of LSCA

Federal funds often provide a means of serving a segment of the community that the library is not able to serve adequately with local funds. This year, numerous projects addressed the need to enhance programs and services to children and young adults, particularly students. In addition to the fifteen

mini-grants for Homework Centers, libraries in the communities of Amherst, Avon, Holden, North Attleboro and Westborough received funding to expand their current efforts to provide students with access to information, particularly through technology. Each effort was characterized by close cooperation with the local schools and significant training in the use of reference and research tools. Projects in Holbrook, Millis, and Pembroke addressed the need to reach children earlier in their lives by expanding outreach to daycare centers and family daycare providers. An innovative project in Seekonk sought to improve the information literacy of older students and adult patrons by providing bibliographic instruction in the use of new technologies.

Building on a number of previous projects, several areas of the state undergoing changes in their economic base - Gloucester, Middleboro and Provincetown - established job/career resource centers to expand staff assistance, acquire in-depth materials, and use technology to reach large numbers of un- and underemployed. A fourth center, at the inmate's library in the Suffolk County House of Correction, provides job and career information and assistance to men and women about to be released. Finally, several libraries are taking the lead by providing information, materials and cultural programs to raise awareness of the cultural diversity present in their communities before problems arise. Projects in Framingham, Leominster and North Reading address issues of cultural diversity in each community and enable the library to play a central role as a multicultural resource center.

This broad range of activities and the creative endeavor that inspires them is made possible with the support of a federal program that encourages libraries to experiment, expand their vision, and reach out to all groups.

Preservation and Collection Management

Work continued this year to implement *Preserved to Serve: The Massachusetts Preservation Agenda*. The focus shifted to two specific areas: 1) education and training of librarians and archivists in preservation matters and 2) identification of critical collections in need of preservation in the Commonwealth.

A significant number of preservation workshops were presented in cooperation with the three regional systems, with the aim of educating librarians and archivists in various aspects of preservation theory and practice. In the fall, there were four panel discussions on the findings and conclusions drawn from the "Wellesley Collections Condition Survey." Included in the study were the collections of the Framingham Public Library, the Medfield Memorial Library, and the Concord Free Public Library. Since these were

four public libraries whose collections mirrored many of those found in the Commonwealth, it was felt that information from this study would enable librarians throughout the state to make a fairly direct correlation between their collections and those of the studied libraries. Subsequently, seven "Basic Repair" workshops introducing preservation-repair techniques were presented to librarians and archivists. General "Care and Handling of Library and Archival Materials" workshops were also given during the winter. The major thrust of the spring workshops was the three-part "Disaster Preparedness" series presented from March through June. This series was designed to help librarians create a disaster preparedness plan for their libraries using a step-by-step approach. Finally, the education activity was completed with two presentations to library school classes at Simmons College and UMASS/Boston on specific areas of preservation.

Critical Collections

One of the goals of *Preserved to Serve* is the identification of critical collections in the Commonwealth in need of preservation. During FY93 and FY94 a committee worked to develop a Critical Collections Questionnaire that could be used both to identify such collections and present the MBLC with information for developing a program to address these needs in the future. Although the questionnaires were originally completed in FY93, field-testing in early FY94 revealed the need for a number of modifications. These were finalized in the spring of 1994, and the questionnaire was distributed to some 800 institutions in June. The results and conclusions will become available sometime in FY1995.

As part of the continuing effort to expand awareness of preservation needs in the Commonwealth, LSCA funds were made available for public libraries to conduct preservation surveys of their collections and facilities. Ten libraries were awarded grants this year to carry out such projects.

Regional Meetings

To promote communication with others in the preservation field, the MBLC organized and sponsored two regional meetings of representatives from the six New England State Libraries and Archives involved in preservation activities in their states. Held at the Massachusetts Archives and the Jones Library, Amherst, the meetings covered such issues as appraising, accessioning, and preserving electronic records, and the imaging of documents and books for preservation and access.

Throughout the year, the Preservation Specialist conducted site visits to a number of institutions in the state to address preservation, collection management, security, and special/local history collections issues. Frequently, these visits expanded to cover many more topics than were

originally planned. In addition, collection management meetings of two of the automated resource-sharing networks were attended to gauge the progress that they were making toward developing collection management policies for their members.

Institution Library Services

While library service in public and mental health facilities has been on the decline, service to inmates of correctional institutions has steadily increased. The Department of Correction's Manager of Library Services designed a project to involve inmates with low reading skills in a structured program of reading, writing and discussion. The program, which took place at several institutions across the state, used a mentoring approach, pairing inmates with poor reading skills with those who had better reading abilities.

An increase in professional library staff this year improved the management and selection of materials for individual county jails. New materials at the Worcester County Jail drew in greater numbers of African-American and Hispanic inmates, some of whom participated in library programs for the first time, because they finally found something in the collection that related to their own lives. Inmates at the jail participated in a series of twelve writing sessions which resulted in their work being published in a prison review.

A trend which continued this year is the cooperation between a public library and a Department of Youth Services facility. The Wakefield Public Library worked with the staff of the youth facility which houses a small group of incarcerated adolescents. Troubled teens were helped to participate in a series of structured discussions on themes of drug education, job skills and cultural and ethnic diversity. The students also wrote, performed and videotaped a short program on the subject of teen violence. Evaluation of these projects reflected a real increase in reading skills and encourages early intervention of this nature to prevent more serious problems in the future.

In the fall of 1993, institution librarians were convened for a special program on the services of the Regional Library for the Blind and Physically Handicapped at Perkins and encouraged to utilize these services for their institutionalized populations when appropriate.

Services to Special Populations

Libraries are beginning to be aware of growing diversity in their local communities and are attempting to address those changes. An outstanding LSCA project completed this year by the Springfield library embodied a

new understanding of outreach to a special population. **Empowering the Family Through Learning Circles** was designed to serve the specific needs of the city's hispanic population. Using literacy activities as a focus, the project encouraged parents to support their children's educational needs through greater involvement in their school work. A successful mentoring program involved students in a series of structured discussion programs. Participants created a special quilt, **Remnants/Retazos**, inspired by cross cultural readings which also became the motivation for discussion. This common project allowed children to work on something together at the library instead of participating in the usual passive activities such as watching TV or videos after school. The library produced a bilingual manual which described the learning circle concept and demonstrated how others could organize, recreate or adapt a similar project in their own setting.

Family Literacy projects continued to be a focus of statewide interest. From Orange, a small library in Western Massachusetts, to the urban setting of Somerville, libraries acknowledged the value of setting up special family learning centers with programming designed to bring in families. An outstanding project in Palmer involved more than fifty adult learners in a sustained program of reading and discussion using children's literature as the theme. The majority of adults reported that they later shared these materials with their children.

Agency staff wrote and administered two LSCA Title VI grants this year: *The Familie* (Fathers and Mothers Incarcerated Literacy Experience) and an ESL curriculum model titled *Shaping Our Future/Shaping Our Lives*. The first was designed to increase the literacy level of male and female inmates in two correctional facilities while teaching them parenting skills and the value of reading to their children. They used children's literature from the PBS series **Reading Rainbow** to improve their literacy skills, and a number of them were also afforded the opportunity to do personal writing on a computer. Many of these writings reflected their feelings about being a parent in prison. Local public libraries provided outreach and support to these programs by facilitating the use of **Reading Rainbow** videotapes. Some gave workshops in the use of the children's materials.

The Lawrence Public Library was the second Title VI site. This project expanded English language instruction in the immigrant city and at the same time provided for the development of a model curriculum which enabled second language learners to write their own stories. It is expected that the "learner generated" curriculum will be made available to other library and community literacy providers in the state. The final product will be published and disseminated at the end of the year.

Because both projects are still ongoing, a full evaluation must be conducted to determine the impact on the target audience. Both projects, however, underscore the cooperative nature of library involvement in literacy which is most effective when it involves multi-agency support of a project.

Special Projects

Massachusetts Science Reference Institute

Official notice of a \$60,960 grant award from the U.S. Department of Education under the Higher Education Act, Title II-B arrived at the agency in July 1993. Project staff for the Science Reference Institute immediately went into full swing, convened an advisory committee and began implementing the plans for a three-tiered program of instruction in science reference resources for public and school librarians throughout the state. The Simmons College Graduate School of Library and Information Science was contracted to provide facilities, resources and instruction for the 400 participants. Tier One, a day-long workshop on basic science reference, with the emphasis on current print resources, was conducted in six locations throughout the state. The aim was to reach as many librarians as possible with this in-service training in all geographic areas of the state. Science teachers provided background on the "hot topics" in the field of science today and on the educational methods being used today to teach the subject. Library school academic faculty discussed the selection criteria and evaluation of science reference materials. Seventy librarians participated in each of the six workshops.

Tier Two was a two-day session held twice - in the eastern and western parts of the state - to bring librarians up to date on electronic science resources, such as interactive videodisc, CD-ROM, the Internet, and online science databases. One hundred librarians participated in the training. The facilities of the computer labs at Westfield State College and Simmons College were utilized for the hands-on experiences of this tier.

Tier Three was held in Boston and offered only once, accommodating 50 participants. This was a three-day session focusing on the wealth of resources notable science institutions and organizations in Massachusetts have to offer. Since raising the level of science literacy among the general populace is usually part of the mission of many of these institutions, they were generous in offering the Institute speakers, materials, demonstrations and tours. Field trips to the Science Museum in Boston and to the Marine Biological Laboratory/Woods Hole Oceanographic Institute were highlights of the three-day session. Speakers from Harvard University, Massachusetts Institute of Technology, the Massachusetts Audubon Society, the Science Center in Worcester, the state Department of Environmental Protection, and the educational department of public television station WGBH-TV all described their programs as well as the materials and programmatic resources available to participants and the users of their libraries.

An important outcome of this project was the publication of the *Massachusetts Science Reference Resource Guide*. This document included much of the information provided in Tier Three about institutional/organizational resources, together with bibliographies issued during the course of the entire Institute. The Science Reference Institute proved to be an outstanding success. Evaluations from participants of all three tiers were consistently glowing, appreciative of the opportunity provided by the Board of Library Commissioners in taking the leadership role that made this much-needed continuing education activity possible. The Institute was a signal event, around which the various segments of the library community immediately came together. Support was strong from the three regional systems, the Massachusetts Library Association, and the Massachusetts School Library Media Association.

One outcome of the Institute that is certain to have long-term positive repercussions is the informal networking that took place among the participants, the connections that were made between people, especially between school and public librarians in the same or neighboring communities.

Library Reference and Research Service

The Board of Library Commissioners maintains a specialized collection of professional materials in the areas of library and information science. This library serves the needs of agency staff and is available to members of the library community as well.

Two significant improvements in library service occurred this year. The NOBLE network, of which the agency is a member, installed a software upgrade which offered a much improved circulation system and an enhanced online catalog. NOBLE also began offering Internet access to its members. This provided the MBLC staff with access to many additional reference databases.

The library also became an affiliate member of NELINET this year. NELINET provided access to OCLC's interlibrary loan system, giving staff access to the huge OCLC database. It also offered access to the FIRSTSEARCH reference service. FIRSTSEARCH proved to be very helpful, and techniques for searching its databases were quickly learned. An additional benefit of NELINET membership was the excellent staff training offered by this organization.

In Fiscal Year 1994 the agency library circulated 986 books, answered 1130 reference questions, conducted 111 online reference searches, added 149 new books to the collection and withdrew 278 older volumes.

Agency Publications in Fiscal Year 1994

Becoming a Nonprofit Tax-Exempt Corporation in Massachusetts

A guide for Friends of the Library organizations. June 1994.

The FY92 Municipal Pie . . . What's Your Share?

Report prepared by the State Aid and Data Coordination Unit using Department of Revenue data showing the amount each city and town spends on public library service as compared to total municipal expenditures. March 1994.

Friends of the Library Group, A Library Foundation, or Trust?

Guidelines on what to consider in forming a library support organization. March 1994.

Grants Management Manual: Managing Your LSCA Grant, 1994

Practical manual for grant recipients on managing project details and reporting requirements.

Guidelines for Developing a Strategy to Address Pay Equity in Libraries

A fact sheet developed in cooperation with the Personnel Issues Committee of the Massachusetts Library Association. April 1994.

Guidelines for Selecting a Professional Fund Raising Consultant

June 1994

List of Public Library Friends Groups in Massachusetts

A list identifying Friends groups by regional library system, municipality, and library name. November 1993.

MBLC Notes

6 issues

Bi-monthly newsletter reviewing actions taken at meetings of the Board of Library Commissioners; includes timely announcements and articles of general interest to the Massachusetts library community.

Massachusetts Long-Range Program, 1991-1996, 1995 Supplement

Update to the five-year plan for library services in the Commonwealth.

Massachusetts Position Vacancies

12 issues

Monthly listings of professional library and information science positions available in the Commonwealth.

Massachusetts Public Library Data: Circulation and Services Report, FY93

A report on the circulation, holdings, hours and facility use of public libraries in Massachusetts. April 1994.

Massachusetts Public Library Data: Financial Statistics Report, FY93

A report on public library income and expenditure data. April 1994.

Massachusetts Public Library Data: Personnel Report, FY93

Salary and staffing information as submitted by public libraries in Massachusetts. April 1994.

Massachusetts Public Library Data: Summary Tables and Graphs, FY93

Massachusetts public libraries at a glance. A summary of financial, personnel and library use data based on the three detailed statistical reports published by the State Aid and Data Coordination Unit. April 1994.

Task Forces and Committees

Representatives from all types of libraries and user groups serve on various standing and *ad hoc* advisory committees and task forces established by the Board. They provide insight and assistance with matters concerning the improvement of library services in the state. Their efforts deserve recognition and appreciation.

State Advisory Council on Libraries

Deirdre Hanley <i>Chair</i>	Public Libraries	Reading Public Library
John Arnold <i>Vice-chair</i>	Users	Westborough
Sandra L. Jenkins <i>Secretary</i>	Users	Boston
Debra Blanchard	Public Libraries	Athol Public Library
Joseph Boyd	Users	Lynn
Louis N. Carreras	Users	Billerica
Elizabeth Eddison	Special Libraries	Inmagic, Inc.
Molly Fogarty	Public Libraries	Springfield City Library
Mary Ann O'Toole	Handicapped Users	Mass. Assistive Technology Partnership
Linda Oldach	Academic Libraries	Mt. Wachusett Community College
Martha Stanton	School Libraries	Lexington Public Schools
Mary-Jo Sweeney	Institution Libraries	Mass. Department of Correction

Standards Advisory Committee

Cara Barlow	Board of Library Commissioners
Sylvia Buck	Warren Public Library
Dianne L. Carty	Board of Library Commissioners
Deborah Conrad	Southeastern Automated Libraries (SEAL)
B. Donald Cook	Board of Library Commissioners
Arthur Curley (Dana Rizzotti, <i>designee</i>)	Boston Public Library
Keith Michael Fiels	Board of Library Commissioners
Sharon Gilley	Beebe Memorial Library, Wakefield
Robert D. Hall, Jr.	Board of Library Commissioners
Maureen Killoran	Board of Library Commissioners
Ruth Kowal	Eastern Mass. Regional Library System
Mary Litterst	Board of Library Commissioners
Ann Murphy	Board of Library Commissioners
Anne Parent	Central Mass. Regional Library System
John Ramsay	Western Mass. Regional Library System
Joan Reynolds	Lynn Public Library
Sia Stewart	F.C. Adams Library, Kingston
Marta Willey	Hampden Public Library
Linda Wright	Bridgewater Public Library

STRATEGIC PLANNING

Program and Budget Task Force

Christine Bell	Newton-Wellesley Hospital
Keith Michael Fiels	Board of Library Commissioners
Mary Beth Fincke	Acton Boxboro Regional School District
Janet Freedman	U. Mass Dartmouth Library
Stephen Fulchino	Swampscott Public Library
Monica Grace	Cape Libraries Automated Materials Sharing
Donna Guerin	Palmer Public Schools
Michael J. Keating,	Board of Library Commissioners
Carolyn Keleher	Wellesley Public Library
Liam Kelley	Boston Public Library
Marcia Lewis	Springfield City Library
Jay Lucker	MIT Libraries
Mary Lydon	Massachusetts Water Resources Authority
Robert Maier	Board of Library Commissioners
Anne Parent	Central Mass Regional Library System
Hannah M. Stevens	Boston Library Consortium
Richard Talbot	U. Mass. Amherst Library
Elizabeth Watson	Fitchburg Public Library

Statute and Regulations Task Force

Paul Browning	Monson Junior/Senior High School
Debby Conrad	Southeastern Automated Libraries
Peter Deekle	Wheaton College Library
Brian Donoghue	Board of Library Commissioners
Keith Michael Fiels	Board of Library Commissioners
Lee Fogarty	Springfield Library Association
Kathy Glick-Weil	Newton Public Library
Robert D. Hall, Jr.	Board of Library Commissioners
Deirdre Hanley	Reading Public Library
Richard Hayes	Pratt Memorial Library Cohasset
Andrea Hoffman	Wheelock College Library
Penelope Johnson	Worcester Public Library
Maureen Killoran	Board of Library Commissioners
Ruth Kowal	Eastern Mass. Regional Library System
Mary J. Long	Commissioner
Barbara Morse	West Springfield Public Library
Ray Niro	Raytheon Corporation
Ellen Rainville	J.V. Fletcher Library, Westford
Marnie Warner	Trial Court Law Libraries

Technology Task Force

Susan Baughman	Goddard Library, Clark University
Dianne Carty	Board of Library Commissioners
Patrick J. Cloherty, Jr.	Salem Public Library
Janice Dore	Frontier Regional School, South Deerfield
Laura Eisenmann	C.S.I. Index
Tamson Ely	Springfield Technical Comm. College Library
Ben Franckowiak	O'Leary Library, U. Mass Lowell
Ronald Gagnon	North of Boston Library Exchange
Elizabeth Johnston	Sherborn Library
Nancy Jones	Boston Public Schools
Joan Kuklinski	Minuteman Library Network
Robert Maier	Board of Library Commissioners
Denis Lesieur	Lenox Library Association
John Ramsay	Western Mass. Regional Library System
Barbara Selvitella	Foxborough Public Schools
Robert D. Stueart	Commissioner
Hope Tillman	Horn Library, Babson College
Vanessa Verkade	Snell Library, Northeastern University
Mickey Zemon	Emerson College

STRENGTHENING FUNDING IN PUBLIC LIBRARIES IN THE COMMONWEALTH

Regionalization Task Force

Elizabeth Burnham	Shelburne Free Public Library
Brian Donoghue	Board of Library Commissioners
Keith Michael Fiels	Board of Library Commissioners
Robert D. Hall, Jr.	Board of Library Commissioners
Elliott Gessman	Massachusetts Library Trustees Association
Elizabeth Johnston	Sherborn Library
Anne Keefe	Springfield City Library
Maureen Killoran	Board of Library Commissioners
Ruth Kowal	Eastern Mass. Regional Library System
Susan Nichols	Douglas Elementary School
Bonnie O'Brien	Massachusetts Library Association
Anne Parent	Central Mass. Regional Library System
John Ramsay	Western Mass. Regional Library System
Betsy Robinson	Massachusetts Library Trustees Association
Susan SanSoucie	Montague Public Libraries
Merna Smith	Board of Library Commissioners

Task Force On Private Funding for Public Libraries

Cara Barlow	Board of Library Commissioners
Louise Brown	Wayland Free Public Library
Walter Curley	Massachusetts Library Trustees Association
Joseph Dionne	Lawrence Public Library
Janet Eckert	Western Massachusetts Regional Library System
S. Andrew Efsthathiou	Board of Library Commissioners
Keith Michael Fiels	Board of Library Commissioners
George Girard	Brewster Ladies' Library Association
Penelope Johnson	Worcester Public Library
Irene Probststein	Board of Library Commissioners
Betsy Robinson	Massachusetts Library Trustees Association
Florence Rubin	Newton Free Library
Gregory Shesko	Massachusetts Friends of Libraries
Merna Smith	Board of Library Commissioners

Trustee Effectiveness Task Force

James Baughman	Simmons College Graduate School of Library and Information Science
Dianna Bennett	Belding Memorial Library, Ashfield
Sylvia Buck	Warren Public Library
Dianne Carty	Board of Library Commissioners
Janice Charbonneau	Central Massachusetts Regional Library System
Keith Michael Fiels	Board of Library Commissioners
Suzanne Garber	Wilbraham Public Library
Karen Klopfer	Western Massachusetts Regional Library System
John Lynch	Warren Public Library
Elaine Melisi	Massachusetts Library Trusteesy Association
Julie Michutka	Burlington Public Library
Anne O'Brien	Pollard Memorial Library, Lowell
Ellen Rainville	Massachusetts Library Association
Ellen Rauch	Eastern Massachusetts Regional Library System
Marcia Rich	Burlington Public Library
Marcia Shannon	Yarmouth Library Board
Merna Smith	Board of Library Commissioners
Jurgen A. Thomas	Board of Library Commissioners
Linda A. Wright	Bridgewater Public Library

Task Force on Preservation and Access

Nancy Burkett	American Antiquarian Society
Ralph Crandall	New England Historic Genealogical Society
Dennis Dahill	New England Historic Genealogical Society
Mary Beth Dunhouse	Boston Public library
Hilding Hedberg	Attleboro Public Library
Harley Holden	Harvard University
Brenda Howitson	Massachusetts State Library
Bonnie Isman	Jones Library, Amherst
Bridget Knightly	New England Historic Genealogical Society
John Lancaster	Amherst College
John Laucus	Boston University
Brenda Lawson	Massachusetts Historical Society
Lynda Leahy	Northeastern University
Theresa Percy	Old Sturbridge Village
Sarah Pritchard	Smith College
Ann Russell	Northeast Document Conservation Center

Gunars Rutkovskis
Gregor Trinkaus-Randall
Elizabeth Watson
Albert H. Whitaker, Jr.

Boston Public Library
Board of Library Commissioners
Fitchburg Public Library
Massachusetts Archives

Critical Collections Committee

Kathryn H. Baker
Nancy Burkett
Bonnie Isman
John Lancaster
John Laucus
Brenda Lawson
Lynda Leahy
Theresa Percy
Gunars Rutkovskis
Gregor Trinkaus-Randall

Massachusetts Archives
American Antiquarian Society
Jones Library, Amherst
Amherst College
Boston University
Massachusetts Historical Society
Northeastern University
Old Sturbridge Village
Boston Public Library
Board of Library Commissioners

